

## Legislation Text

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**File #:** 20-422, **Version:** 1

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**Amendment to the Agreement with AST LLC for a Service Request Management/Customer Relationship Management Software Solution. - DEFERRED**

Adopt a resolution authorizing the City Manager to:

(a) Negotiate and execute the Second Amendment to the Agreement with Applications Software Technology (“AST”) LLC (Naperville, IL) for a Service Request Management/Customer Relationship Management (“SRM/CRM”) Software Solution (now known as San José 311, formerly My San José) to increase the compensation by \$777,500 for Spanish and Vietnamese translation integration, Recycle Plus service delivery, architectural remediations, and related technical services for the San José 311 website and mobile application for a total contract maximum compensation of \$1,416,983 during the initial term ending November 30, 2021; and

(b) Increase the contingency by \$100,000 to cover any additional in-scope changes or requirements to the agreements with AST LLC and Oracle America, Inc. for the SRM/CRM Software Solution for a total contingency not to exceed \$300,000 during the initial terms, subject to the appropriation of funds.

CEQA: Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment. (Finance/Information Technology/City Manager)

**DEFERRED TO 4/21/2020 PER ADMINISTRATION**